

Exhibit No. ___ C (RP-5)
Docket U-110808
Witness: Rayne Pearson

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY, INC.,

Respondent.

DOCKET U-110808

**EXHIBIT TO
TESTIMONY OF**

Rayne Pearson

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

E-mail Exchange between Rayne Pearson and Tom DeBoer

May 3, 2012

Pearson, Rayne (UTC)

From: DeBoer, Tom <tom.deboer@pse.com>
Sent: Friday, May 27, 2011 1:00 PM
To: Pearson, Rayne (UTC)
Subject: RE: Question regarding accounts

Hi Rayne,

We are reviewing this request now and will get back to you as soon as possible to discuss timing.

On the disconnected for non-payment request we discussed yesterday, I am waiting for an answer on timing as well. There is no problem with the customer name, account number and disconnect date, but whether a pledge was made on the account is apparently harder to do. I will call as soon as get an answer. Should be within the next hour or so.

Thanks,
Tom

From: Pearson, Rayne (UTC) [mailto:RPearson@utc.wa.gov]
Sent: Thursday, May 26, 2011 10:11 AM
To: DeBoer, Tom
Subject: RE: Question regarding accounts

Hi Tom,

I would like to see detailed account notes for each of these 26 accounts, particularly those that fall in to the "no impact/change" category where administrative reallocations of pledges and payments were made. I'd like to see, step by step, how that was done. Please let me know when you think you can get this information to me, and if you need any further clarification.

Thanks,
Rayne

From: DeBoer, Tom [mailto:tom.deboer@pse.com]
Sent: Thursday, May 26, 2011 9:01 AM
To: Pearson, Rayne (UTC)
Subject: RE: Question regarding accounts

Hi Rayne,

Hopefully the below explanation answers your question. If not, let me know and we could set up a call with the right folks to discuss.

Thanks,
tom

For payments, if a correction results in a change to the customer's current or prior obligation account balance; meaning a balance owed, refund or change in collectibles; we are contacting the customer, discussing with them the proposed corrections, and asking them where they would prefer their payments be applied and/or if they would like arrangements .

If a correction results in no impact/change to the customer's balance the correction is an administrative reallocation of pledge funds to the appropriate charges, resulting in no change to the account status or balance. This is being done without notification to the customer since there is no change to their prior obligation or current account (product).

For pledges, where necessary PSE is reallocating pledge monies to insure that they are applied to the current account and not to the prior obligation.

From: Pearson, Rayne (UTC) [mailto:RPearson@utc.wa.gov]
Sent: Monday, May 23, 2011 2:18 PM
To: DeBoer, Tom
Cc: Wallace, Sharon (UTC); King, Steve (UTC)
Subject: Question regarding accounts

Hi Tom:

I have a question regarding the spreadsheet that was provided in connection with Docket U-100182 and the 26 accounts that required correction.

Notes on multiple accounts state "Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance."

Does this mean that customer payments originally made to pay current bills were reallocated to prior obligation balances without notifying the customer or first obtaining the customer's consent? Please clarify.

Thank you,

RAYNE PEARSON
COMPLIANCE INVESTIGATOR
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